



Campus Services

Summer Semester Highlights

FY 2010-11

October 1, 2010

Programs - Pages 2-3

- **ThinkBig Living-Learning** upper classmen program increased 50 percent in participation in its second year.
- **Housing's Conference Services** set records with 78,850 bed nights and scoring the highest overall satisfaction rating for all Teach for America Institutes.
- Auxiliary Services BuzzFunds provided funding for eight student and campus groups, including the Graduate Student Picnic that set records for attendance with more than 2,100 students and their families.

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- **Stamps Health Services** processed more than 8,000 immunization records with its electronic immunization process, giving students timely access to Georgia Tech class registration without health immunization "holds" on their records.
- The **Commons Food Court** opened with sales increasing 72 percent for Chick-fil-A in its move from the Student Center Food Court.
- **The Technology Center at Barnes & Noble @ Georgia Tech** sold 119.8 percent more than its planned budget.
- **BuzzCard** converted to a Windows-based planform moving more than 200,000 cardholders, the first complete conversion since the BuzzCard's inception in 1997.

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- **BuzzCard** completed the electronic door access for all East Campus freshmen residence halls.
- During its renovation, the **Commons Food Court** added energy efficient upgrades, including IceStone counters, Solatube Daylighting and Low Flow Hoods.

In the News . . .

For the second year in a row, Georgia Tech received The Chronicle of Higher Education's "Great Colleges To Work For" Honor Roll. Human Resources worked with Georgia Tech departments to provide the survey information that granted this honor.



Aug. 24, "Chick-fil-A restaurant to reopen at Georgia Tech."

- **GT Dining** received the 2010 Loyal E. Horton Dining Award for Retail Sales - Stand-Alone Concept/Outlet Bronze Award for the First Place Restaurant.
- **GT Dining** received the First Place Award (for the Southeast Region) for its meal plan video from Sodexo Campus Services.
- **Housing** set an occupancy rate record opening fall semester with 100.33 percent.
- Three Campus Services employees obtained recognition for Campus Services Employees of the Month for June, July, August, respectively, **Sara Rotenberry** (Health Services), **Leo Solomon** (Parking & Transportation), **Shawn Stinson** (Student Center Academy of Medicine).



HOUSING'S GOLF FOR CYSTIC FIBROSIS hit a hole in one with a record-setting 117 golfers raising \$10,600. Seven years ago a group of Housing employees decided to have fun with a golf tournament and it has turned into a major fund-raiser. Pictured above are Housing employees presenting the 2010 check to Molly Taggart of the Atlanta Chapter of the Cystic Fibrosis Foundation, (l-r) Tom Hamilton, John Douglas, (Taggart), Jerry Hauck and Vince Pierotti.

Programs



UPPER
CLASSMEN
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LEARNING PROGRAM - THINKBIG

Georgia Tech Housing and Undergraduate Studies is entering into its second year of partnership with its upper classmen living-learning communities, showing a 50 percent increase in participation (152 participants in 2009-10; 228 participants 2010-11).

As described on its website, www.ThinkBig.gatech.edu, ThinkBig@Tech communities “are designed to bring exciting out-of-the-classroom experiences through meaningful interactions with peers, professors, and communities where students can dive into a topic of choice. This interaction is fun and engaging, allowing students to explore something outside the classroom, not more ‘homework!’ Studies show that students in living-learning communities such as ThinkBig are more connected socially and academically; thus, they are more successful in college.”

During Housing fall registration, students were given the opportunity to register for ThinkBig programs, ones that faculty members committed to providing for the upcoming fall and spring semesters. ThinkBig programs need approximately 30 students.

Fiscal Year 2010-11 ThinkBig programs included three new programs with one program deleted from the previous year (Human Alteration: How far is too far?).



URBAN OUTDOOR ADVENTURES THINKBIG COMMUNITY warms up before it tackles the Campus Recreation Center’s Challenge Course. Dr. Robert Butera, Electrical and Computer Engineering (center with gray T-shirt), is the faculty member for this community.

Programs for 2010-11 are: (1) Humor and Innovation, (2) I-House (International-House), (3) Lego Robotics, (4) *Life in Art and Imagination, (5) *Techie-Trekie, (6) Urban Outdoor Adventures, (7)* Vision 2020, and (8) Women, Science and Technology (WST).

(*new programs for 2010-11).

Six of the ThinkBig programs are housed in the North Avenue Apartments with communities living on the same floors. I-House and WST remained in their previous residence halls, Golden and Stein (WST) and Hayes and Fourth Street East (I-House).

Each faculty member conducts a “coffee hour” discussion or a program/activity each week on-campus with a first-class or premier-type event monthly off-campus. Each community forms an advisory board to work with the faculty member, tailoring the topics to include growing and changing interests. Student participants pay a one-time fee of \$150 each semester (fall and spring) to cover any on- and off-campus costs.

Ninety-eight ThinkBig students answered a 2010-11 pre-program survey, listing reasons for joining ThinkBig. Giving all answers that applied, students said:

- 61% - new experience
- 59% - opportunity to meet others with similar interest
- 54% - to feel a sense of community
- 52% - topic of community
- 41% - interaction with faculty
- 28% - friends joined

HOUSING’S CONFERENCE SERVICES

Georgia Tech Conference Services (GTCS) had another record-setting year, passing the 2009 record year.

GTCS housed more than 50 individual programs during its 10-week summer session with approximately 78,850 bed nights for guests in residence halls (up from the 2009 record of 58,000).

This year completed five years with Teach for America (TFA), seeing its largest TFA group to date with more than 700 participants. GTCS scored a 91 percent overall satisfaction rating from the TFA participants, the highest of all TFA institutes nationwide.

Other GTCS programs of note included more than 3,000 National Law Enforcement Exploring Conference attendees and 293 student interns in the Intern and Extended Lodging Program.

New GTCS programs this year included 21st Century Leaders and 360 Football.

Programs

STUDENT CENTER PROGRAMS

The Student Center Programs Council hosted 32 events with a total of 8,327 people in attendance.

Options classes provided 19 different courses ranging from Basic Drawing I to West African Percussion with a total summertime attendance of 149.

The Atlanta Life Committee sponsored one special event, Summer Splashdown @ Whitewater with 726 people in attendance.

In its sixth year, the popular Flicks on 5th outdoor movie series gathered 7,209 people to its six movies (movies were selected by a student survey):

- June 9 - Sherlock Holmes - 1,512
- June 16 - The Hangover - 878
- June 23 - The Blind Side - 1,324
- July 8 - The Hurt Locker - 793
- July 15 - Fantastic Mr. Fox - 802
- July 22 - Hot Tub Time Machine - 1,900

The Craft Center welcomed 1,131 patrons and Tech Rec saw a total 7,494 people:

- Bowling - 2,165
- Billiards - 1,160
- Network Gaming - 1,157
- Multipurpose Area - 2,218
- Table Tennis - 330
- Front Area with Computers - 464
- Tech Rec Rentals - 22

BUZZFUNDS

Auxiliary Services BuzzFunds finalized its award year by providing its annual report to the Georgia Tech Licensing Committee. For fiscal year 2009-10, Auxiliary Services awarded BuzzFunds to 44 Georgia Institute of Technology programs and events, consistent with the previous year when 50 groups/events received funding. Thirteen new events were added to this year's funding.

For summer semester, these groups received BuzzFunds:

- FASET
- Graduate Student Government Association Picnic
- India Run for Hope
- Into the Streets - MOVE
- IMPACT Scholarship for fiscal year 2010-11
- Georgia Tech Multicultural Programs
- National Panhellenic Step Show
- Student Center Whitewater Event



GRADUATE STUDENT PICNIC. Auxiliary Services BuzzFunds contributed funding to the record-setting Graduate Student Government Annual Picnic with more than 2,100 graduate students and their families in attendance.

HUMAN RESOURCES PROGRAMS

Career Development - Mentor Tech. Career Development kicked off its Mentor Tech Program July 13 with 29 mentor/protégé pairs participating. Part of this year's program includes a LinkedIn Group for discussion of topics and materials.

Diversity Assessment. Pearl Alexander, senior director of HR and diversity management, and Lisa Burroughs, employee relations advisor, finalized their meetings with deans and diversity leadership from the six Georgia Tech colleges, discussing:

- inventory of initiatives within each college
- identification of responsible leaders and successful outcomes
- identification of faculty conducting diversity-related research
- opportunities and challenges for recruiting diverse faculty

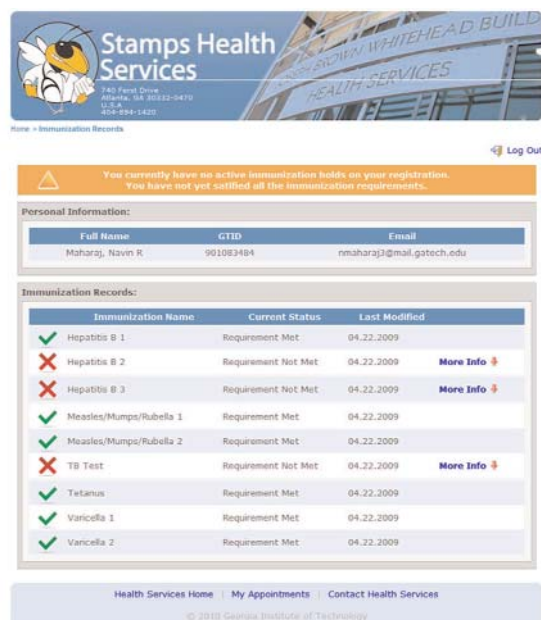
Similar diversity-related successes and challenges were identified across colleges. Each college made worthwhile contributions to diversity and collectively provided the Institute with a solid foundation to move forward with its diversity strategies that will lead into 2035.

Performance Management Update. The performance management goal setting period ended during summer semester. HR provided 14 instructor-led goal setting courses with more than 400 individuals trained.

Services

STAMPS HEALTH SERVICES

Stamps Health Services, Auxiliary Technical Services and the Office of Organizational Development teamed together, creating a simple, easy method for Georgia Tech students to remove the health services “hold” from their records. Students automatically receive a health services registration hold on their records and the hold stays until Health Services receives certified



The screenshot shows the Stamps Health Services website interface. At the top, there's a banner with a bee logo and the text "Stamps Health Services". Below this, a message states: "You currently have no active immunization holds on your registration. You have not yet satisfied all the immunization requirements." The "Personal Information" section displays: Full Name: Maharaj, Navin R., GTID: 901083484, Email: nmaharaj3@gmail.gatech.edu. The "Immunization Records" table lists various vaccines and their status.

Immunization Name	Current Status	Last Modified
Hepatitis B 1	Requirement Met	04.22.2009
Hepatitis B 2	Requirement Not Met	04.22.2009 More Info
Hepatitis B 3	Requirement Not Met	04.22.2009 More Info
Measles/Mumps/Rubella 1	Requirement Met	04.22.2009
Measles/Mumps/Rubella 2	Requirement Met	04.22.2009
TB Test	Requirement Not Met	04.22.2009 More Info
Tetanus	Requirement Met	04.22.2009
Varicella 1	Requirement Met	04.22.2009
Varicella 2	Requirement Met	04.22.2009

At the bottom, there are links for "Health Services Home", "My Appointments", and "Contact Health Services", along with a copyright notice for 2010 Georgia Institute of Technology.

documentation, showing immunizations are up-to-date. A dedicated website with an electronic Fax system and proactive, periodic, electronic communications allowed Health Services to process more than 8,000 immunization records in a timely manner. Students were then able to register for classes without concerns from health services registration holds.

HUMAN RESOURCES

TRAINING SERVICES. During the summer semester, Training Services continued campus training, including specific training for campus facilitators. Campus facilitators participated in the Course Leader Certificate Program, designed to improve classroom content delivery, presentation skills and to ensure consistency in the experience Georgia Tech staff has when attending on-campus courses. The program will conclude fall semester.

HR SERVICES CENTER - STUDENT HIRING. August was one of the busiest times of the year for the Payroll Team, adding new employees and rehiring and discon-

tinuing others. Since August 1, Payroll processed more than 6,057 transactions in the payroll system. The week of August 15 was particularly heavy due to the hiring session at the Grad Expo. The Payroll Team hired 529 graduate students, rehired 235 and terminated 360 in addition to other processing during the week. Overall, the Payroll Team added 2,474 student employees and 229 non-student employees to the system.

GT DINING

GT Dining opened its Commons Food Court in July and August with three new eateries. Chick-fil-A moved from the second floor Student Center Food Court to the Commons Food Court with an expanded menu consistent with a Chick-fil-A Express. The expanded Chick-fil-A also added open Saturday hours from 11 a.m. to 3 p.m. Comparing sales figures during the same time period the previous year, the new Chick-fil-A showed a 72 percent sales increase. These sales statistics include beverage sales and the Saturday hours the previous site did not have.

A full-service Taco Bell opened Tuesday, Aug. 17, including extended hours, Monday-Thursday, 11 a.m. to midnight.

Subway rounded out the three new eateries, opening Thursday, Aug. 19.



The expanded Chick-fil-A Express opened in its new location, the Commons Food Court, Tuesday, July 20. GT Dining planned a “soft opening” but with Conference Services programs, including the National Law Enforcement Exploring Conference with 3,000 law enforcement and program attendees on campus, it was a busy first day.

Services

PARKING & TRANSPORTATION

Statistics. Year-end Parking & Transportation statistics included a fiscal year permit sales increase of 9.45 percent from fiscal year 2008-09 to fiscal year 2009-10 and a 10.1 percent increase for overall sales, including sales in daily parking, permit, SmartPark, meters and special events.

Services. On July 13-14, all Parking & Transportation employees participated in customer service training provided by The Ingersol Group, Inc., a professional provider of consulting and training services.

BUZZCARD

System Conversion. The BuzzCard Center upgraded its Unix-based system to a Windows-based platform, moving more than 200,000 cardholders, the first complete conversion since the BuzzCard's 1997 inception.

Dining Services. BuzzCard assisted Dining Services with:

- The opening of Chick-fil-A, Subway, and Taco Bell, including the implementation and installation of nine new NCR point-of-sale stations, 70 units and six kitchen display devices.
- The addition of more than 500 products and register keys to the point-of-sale systems with Café Spice, Zaya, Chick-fil-A, Subway, and Taco Bell coming onboard.
- A complete new list of products for the convenience stores, including the vendor product numbers, reducing the duplication of products and later the beginning of the direct import of data from vendors when product updates are made available.
- New point-of-sale device in Edge dining facility.

Georgia Tech Savannah. BuzzCard assisted Georgia Tech Savannah with:

- The installation of new point-of-service devices in BuzzCafe and Georgia Tech Savannah retail store.
- An updated card production system, moving to a new TS3.6 platform.

Athletic Association. The BuzzCard Center assisted the Athletic Association with:

- Athletic Association and Sodexo Concessions accepting the BuzzCard for payment of football concessions in the Bobby Dodd Stadium.
- The installation of 13 BuzzCard readers before the first football game.
- The refinement of student access to Bobby Dodd



George Ray, Georgia Tech Government Relations Representative (left), and Rosalind R. Meyers, Vice President, Campus Services, attended the Georgia Tech Waffle House opening, Wednesday, June 9.

Stadium using the BuzzCard and wireless turnstiles.

Student Center. The BuzzCard Center assisted the Student Center with:

- The replacement of point-of-service systems in the Copy Center in the Student Center Commons.
- The installation of BuzzCard readers in the U.S. Post Office in the Student Center. The Student Center Post Office now accepts BuzzCard for payment of stamps, packages, etc.
- Student Center Programs selling tickets on the BuzzCard eMarketplace for (1) Options Class summer registrations and (2) Georgia Tech Whitewater event.
- The addition of a new electronic point-of-sale website for registration for Options Classes fall registrations and Georgia Tech Night at Six Flags.

BARNES & NOBLE @ GEORGIA TECH

Technology Center. Barnes & Noble @ Georgia Tech launched a new, dedicated website for its Technology Center, bundled hardware and software computer packages and marketed its Technology Center and products to incoming freshmen and others. The results between May 1 and August 31, during these economically strident times, was 119.8 percent more than the planned budget.

Facilities

REINVESTMENT AND USAGE

Smith Residence Hall Courtyard. The hardscape of the courtyard between Smith Residence Hall and North Avenue is complete. Landscaping is scheduled for fall semester when weather is cooler and more rainfall is predicted, giving planting the best chance for survival.

Freeman/Montag/Fitten. Renovation is continuing on these residence halls, including elevators and upgrading to four-pipe HVAC (heating, ventilating and air conditioning) that will add thermostats in all residence hall rooms.

Residence Hall Electronic Door Access. Ready for Fall Semester, all East Campus freshmen buildings have electronic BuzzCard door access. Work is ongoing on the remainder of the East Campus buildings (4th Street Apartments) as well as all West Campus buildings scheduled for completion December 2010. Planning for the Graduate Learning Center and 10th and Home Family Housing is ongoing, determining pricing and upgrade times.

North Avenue Dining Hall. Construction began in May. Georgia Power completed the relocation of the power lines underground. Several utility providers are moving their lines underground, allowing the poles to remain until all the lines have been relocated. Demolition of the existing stairs is complete and the new courtyard that includes a new stairway and elevator is currently under construction. The stairs are scheduled for student use January 2011. The concrete slabs for the slanted dining areas is complete and structural steel for the expansion is currently being erected. This project is on schedule for opening Fall Semester 2011.

Brittain Dining Hall. Brittain received upgrades summer semester, including new food guards, countertops and a new, more energy efficient heat exchanger that also serves the Brittain laundry.

Commons Food Court. This project opened on schedule during summer semester with these energy efficient upgrades: (1) IceStone counters made of 100 percent recycled glass as a cement matrix. These counters are the first and only durable surface in the world to receive Cradle to Cradle Gold certification for the use of safe and healthy materials, design and material reuse and recycling, efficient use of energy and water throughout production and instituting strategies for



Smith Residence Hall Courtyard. Hardscaping is complete; landscaping scheduled for fall semester.

social responsibility. IceStone contains no VOCs (Volatile Organic Compounds), is made in the USA and is a member of the United States Green Building Council which certifies LEED projects.

(2) Solatube Daylighting System that not only helps reduce the need for energy by providing lighting that would otherwise require electricity, it also helps provide natural daylight and reduces light pollution. In the LEED Rating System, Solatube Daylighting provides credits in up to nine categories.

(3) Low-Flow Hoods - Standard hood designs require large fans for both supply and return air to ventilate kitchen exhaust. By switching to Spring Air Rev-Low hoods, the amount of air required to ventilate the exhaust is cut by more than half. This process reduces the size of the fans and motors needed to move the air which in turn reduces energy consumption.

Student Center Food Court Renovation. The Student Center Food Court had follow-up renovation projects to backfill the spaces vacated by Chick-fil-A and Burger King, to Café Spice (Indian) and Zaya (Mediterranean). Both venues received fresh finishes and new equipment.

Stamps Health Services. Georgia Tech selected the design team of Stanley, Beaman & Sears to provide designs for Health Services' needs, including patient flow. Design is scheduled for completion early 2011.